



BeyondTrust Accessibility Conformance Report

VPAT® Version 2.5

BeyondTrust Remote Support Administrative Interface

BeyondTrust

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Name of Product/Version

Name of Product: BeyondTrust Remote Support Administrative Interface

Version: 10/29/2025

Product Description

BeyondTrust Remote Support Administrative Interface is a web application for administrators to configure and manage the Remote Support solution.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **BeyondTrust Remote Support Administrative Interface** as of **October 30, 2025** and is only valid for the version and date it was tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2025, NVDA 2025.1, Freedom Scientific ZoomText 2025, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10 and Windows 11.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	No

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some graphical buttons have alternative text.</p> <p>Some images, uploaded images, GIF files, and graphical buttons do not have alternative text. Some images have alternative text, but it is not descriptive.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>The Knowledge Center Bot tours contain GIF files of the UI in use. In some cases, the on-screen instructions provide an accurate description of the video contents; in some cases, the on-screen instructions do not provide an accurate description of the video contents.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	<p>No time-based media is present.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	<p>No time-based media is present.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Data tables have the required structural markup. Some data tables are missing column headers.</p> <p>Heading tags are not used in most areas of the application.</p> <p>Some controls (e.g., checkboxes, combo boxes, radio buttons, slider controls, text boxes) are not explicitly labeled.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	In some areas, correct reading sequences can be programmatically determined. In some areas, correct reading sequences cannot be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Color is not used as the sole means of conveying information on some pages.</p> <p>Color is used as the sole means of conveying information (e.g., selection, errors, status) in some areas.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	The application does not contain audio that plays automatically when a page is loaded.
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some functions of the application are keyboard operable.</p> <p>Some controls (e.g., accordion controls, buttons, combo boxes, menu buttons, tooltips) are not keyboard operable.</p> <p>Some operations (e.g., rearranging skills, moving images) can only be performed via the “drag and drop” gesture.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	No keyboard traps were encountered.

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used.
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>The application displays a warning message prior to the end of the timeout period.</p> <p>Some status messages are displayed on the screen for a short time; the time limit cannot be adjusted or turned off.</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Does Not Support	There is no method for pausing or stopping animated GIF files.
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Flashing and blinking do not occur in the prohibited range.
<p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	A skip link has not been implemented to move past the repetitive links that appear on all application pages.
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Page titles are descriptive.
<p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, the application can be navigated in an order that preserves meaning and operability.</p> <p>In some areas, the application cannot be navigated in an order that preserves meaning and operability.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, the purpose of buttons and links can be determined from the label or link text together with context.</p> <p>Some graphical buttons are missing an accessible name or have an accessible name that does not match its purpose.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	Multipoint or path-based gestures are not used.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Pointer functionality is not triggered via down-events.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	<p>Some user interface components with programmatic labels contain the text that is presented visually. Some user interface components with programmatic labels do not contain the text that is presented visually.</p> <p>Some user interface components have visible labels but are not programmatically labeled.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Not Applicable	The application does not contain device or user motion functionality.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>The default human language can be programmatically determined.</p> <p>On the Appliance pages, the default human language cannot be programmatically determined.</p>
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Putting focus on components does not initiate a change of context in some areas.</p> <p>In some areas, putting focus on a list item initiates a change of context.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Changing the setting of user interface components does not automatically cause a change of context in some areas.</p> <p>After the user updates some form fields (e.g., radio buttons, checkboxes) focus moves away from the form field. Selecting a tab in a tabstrip moves focus to the first tab. On the Appliance TLS Configuration page, when checkboxes are toggled, they are immediately moved into a new list.</p>
<p>3.2.6 Consistent Help (Level A 2.2 only) Revised Section 508 – Does not apply</p>	Supports	<p>The Knowledge Center Bot graphical button appears in a consistent location. The user has the ability to permanently drag it to a new location.</p>
<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Error messages are generated for missing or incorrect input.</p> <p>Some error messages do not provide specific information about the error condition.</p>
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>In some areas, labels are provided for form fields.</p> <p>Some components (e.g., combo boxes, text boxes) do not have a visible label.</p>
<p>3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply</p>	Not Applicable	<p>Entry of redundant information is not required.</p>
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates that this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	<p>The application provides name, role, state, and value information to assistive technology for some components.</p> <p>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, dialogs, menu buttons, slider controls, spin boxes, tab strips, tooltips, tree views) do not provide some required information (e.g., name, role, value, state).</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	No live presentations hosted.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	No time-based media is present.
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Supports	The application does not restrict content to a single orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	<p>When user personal information is requested, its purpose may not be programmatically determined.</p> <p>On the “My Account” page, the <i>autocomplete</i> attribute is not set for the email address field.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<p>Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.</p> <p>Note: The application allows the administrator to customize foreground and background colors of some elements (e.g., customer notices, canned messages). BeyondTrust is not responsible for inaccessible selections.</p>
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Text can be resized without loss of content or functionality.
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Images of text are used for logos; this is considered essential.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Areas of some pages reflow for some zoom and screen sizes. Some content does not reflow after reaching some zoom levels or screen sizes.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Some content (e.g., focus indicators, status indicators, tab strips, graphical buttons) does not have a contrast ratio of 3:1.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Supports	Setting style properties to meet the text spacing requirement does not result in the loss of content or functionality.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Does Not Support	Hover content (e.g., tooltips) does not allow for hovering of the popup content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	There are multiple ways to perform various functions throughout the application.
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Headings and labels describe topic or purpose.
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	Keyboard visual focus is well defined in some areas. Some components (e.g., sortable column headers, links, tab strips, tree views) do not show visual focus.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Partially Supports	Some items that receive focus are not entirely hidden by author-created content. When some items receive focus, they are hidden by the sticky header.
<p>2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Does Not Support	There is not a single pointer alternative for “drag and drop” operations.
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Supports	Control targets meet the required CSS pixel size or have enough control spacing.
<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	The default human language can be programmatically determined. On the Appliance pages, the default human language cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent navigation occurs throughout the application.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent identification occurs throughout the application.
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	Error messages are generated for missing or incorrect input. Some error messages do not provide specific information about the error condition.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	The application does not cause legal commitments or financial transactions to occur for the user.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Supports	On the login page, the user may paste into the Username and Password fields.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Some notification messages are announced by screen readers. Some dynamic messages (e.g., notification messages, error messages) are not announced by screen readers.

Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, dialogs, menu buttons, slider controls, spin boxes, tab strips, tooltips, tree views) do not provide some required information (e.g., name, role, value, state).</p>
302.2 With Limited Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>Some components (e.g., accordion controls, buttons, checkboxes, combo boxes, dialogs, menu buttons, slider controls, spin boxes, tab strips, tooltips, tree views) do not provide some required information (e.g., name, role, value, state).</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>Some areas of the application have low contrast ratios.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the sole means of conveying information on some pages. Color is used as the sole means of conveying information (e.g., selection, errors, status) in some areas.</p>
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

Chapter 5: [Software](#)

Notes: This product is web-based and therefore this section is not applicable to the product.

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The BeyondTrust accessibility statement can be found at: https://www.beyondtrust.com/blog/entry/beyondtrusts-commitment-to-digital-accessibility
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **BeyondTrust Remote Support Administrative Interface** as of **October 30, 2025** and is only valid for the version and date it was tested.

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